

Parent Handbook



Rise Academy Learning Center

301 W. Kaufman ST
Rockwall TX 75087

Infant to 5 years of age

915 N. Goliad St
Rockwall TX 75087

3 ½ years to 5 years of age

INTRODUCTION:

Welcome to Rise Academy Learning Center. Rise Academy provides a high-quality early childhood program where the children are active learners in both a structured and unstructured setting. The teachers will develop learning experiences that encourage children to think, and problem solve. They will nurture and develop the social, emotional, physical, and intellectual stages of each child.

Our programs are designed to provide opportunities for each child to build self-esteem, self-confidence, and positive relationships. Our goal is to provide all the children in our care with a clean, safe, comfortable, and loving environment where they can play and learn.

OBJECTIVES:

Our goal is to not only get them “school ready”, but to also teach the children to respect themselves and each other. We believe all children should have a safe and happy environment. We do not allow hitting, biting, yelling, and name calling at any time. Children will be encouraged through positive reinforcement to respect their friends. Our curriculum is individualized according to your child’s age and classroom placement. Our program also includes daily craft, songs, stories, circle time and so much more.

TUITION FEES:

Our full-time weekly tuition fee, one time registration fee, and annual supply fee per child is due Friday prior to care.

There is a one-time registration fee of \$95 (\$125 PER FAMILY)
Annual Supply fee of \$80 (\$40 due October 1st, \$40 due April 1st)

WEEKLY RATES FULL TIME:

Infants-11 Months \$225
12 Month-17 Months \$220
18-23 Months \$215
2 years \$210
3-5 years \$205

PART TIME RATES:

2 FULL DAYS \$110
3 FULL DAYS \$145
5 HALF DAYS (7:30AM-12:00PM) \$145

KAUFMAN LOCATION: 3 MONTHS TO 5 YEARS GOLIAD LOCATION: 3 ½ TO 5 YEARS

SUPPLIES

If not potty trained: diapers, wipes, blanket, and two changes of clothes (as they get soiled, I will leave them in a plastic bag in your child’s box to be taken home and cleaned).

If potty trained: blanket, and two changes of clothes (as they get soiled, we will leave them in a plastic bag in your child's box to be taken home and cleaned).

Please write your child's name on all belongings. Please be aware that if your child brings in toys or other items from home and they get lost or broken we are not responsible to replace them.

ARRIVAL AND DEPARTURE:

When your child is first enrolled, they will possibly be upset and not want you to leave. This is a normal reaction for most children. Some are okay, while others may have a hard time. It is common for children to cry at drop off, especially for the first few weeks. Please make your stay brief, typically, the longer you stay the more upset they get. Usually within a couple of minutes after a parent leaves the children are all playing and happy. If your child cries more than 20 min after you leave, we may call and ask you to come pick them up. If your child is just starting to attend daycare and is extremely upset, they may need to come part time until they get more comfortable.

HOURS:

GOLIAD LOCATION is open 7:30AM-5:30PM Monday through Friday, KAUFMAN LOCATION is open 7:30. Please make sure your child is picked up on time or a late fee will be charged. Nap (quite time) **RANGES** between 1:00-3:00. Please try not to come by between these hours. If you need to pick your child up during these hours, please call or text so we can have your child ready.

RELEASE OF CHILDREN:

We require a photo ID of all persons listed on the pickup form for the child's protection. If you need someone that is not listed on the pickup form to pick your child up, we require a verbal call from you before that person arrives, and this person must provide a photo ID at pick up.

HEARING AND VISION

All children turning four by September must provide a copy of a hearing and vision test by their physician.

ILLNESS:

Sick children will not be accepted into daycare. If a child is sent home because they were ill, or do not attend daycare that day due to illness, then they will not be able to return for 24 hours. For example, if your child is ill on Wednesday they will not be allowed to return till Friday.

The following illness policies will be strictly enforced, for the health, wellbeing, and safety of all concerned.

Examples of associated symptoms include, but are not limited to:

1. Fever (100 F. higher)-Child needs to be fever free for 24 hours
2. Nausea or vomiting.

3. Diarrhea: runny or watery stools, or 2 or looser stools within last 4 hours.
4. Sore throat, loss of voice, hacking or continuous coughing, runny nose with colored discharge
5. Runny and/or Crusty Eyes: Watery, matted, and/or red/pink eyes are not acceptable in childcare.
6. Unexplained Rash
7. Excessive Crankiness: Child is irritable, excessive whining or crying, wants constantly held, or requires more attention than I can provide.
8. Lice (may not return child to care until no more nits are spotted)
9. Communicable diseases (chicken pox, roseola, conjunctivitis, mumps, measles, influenza, etc.)

This benefits your child and the other children. Your help at keeping your sick child home is appreciated.

Parents of a child with a diagnosed contagious condition (measles, head lice, pink eye, mumps, chicken pox, etc.) are asked to notify me as soon as possible so that I may alert parents to watch for symptoms in their own children.

MEDICAL EMERGENCY:

If a serious medical emergency should occur, you will be contacted for instructions, unless this would endanger your child's life. In that case we will take necessary steps and either rush your child to the nearest hospital or we will call 911, doctor, poison control, etc.). All emergencies will be documented, and you will be asked to sign an injury report.

MEDICATION:

If your child is on medication and it needs to be taken while he/she is at daycare, the medicine must be in the original container and labeled with the child's name, doctor's name, name of medication, dosage, and when to be taken. If medication is to be taken only twice a day, i.e. (morning & night) then it will need to be done at home. A medication form will need to be filled out. If your child refuses to take medication we will not force them to take it. You will need to come by to give your child the medication or send someone to do so.

Please do not bring non-prescription medicine in baggies. Do not leave medicine in diaper bags. Please make sure all medicine is handed to a teacher for safe storage.

EMERGENCY PREPAREDNESS PLAN:

No matter how much we watch and how careful we are accidents are going to happen occasionally. Minor cuts and bruises suffered while at daycare will receive proper care -- they will be washed with soap and warm water and properly bandaged.

If a serious accident should occur, you will be contacted for instructions, unless this would endanger your child's life. In that case we will take necessary steps and (call 911, doctor, poison control, etc.). All injuries will be documented, and you will be asked to sign an injury report.

QUIET / NAP TIME:

Nap Time ranges between 1:00 p.m. – 3:00 p.m. depending on age. No child is forced to sleep; however, they must remain quiet. They must remain on their mats during quiet time. Those who wake up early will participate in a quiet activity until rest time is over. Please try not to schedule pick-ups or visits during this time to lesson disturbance to the resting children.

DISCIPLINE AND GUIDANCE:

If problems with discipline start, we will try to guide your child in the right direction, through positive reinforcement.

If your child is chronically misbehaving, you will be notified i.e.. biting, use of bad words, chronic hitting, etc. Together, we can try to find a solution. If the problem continues, we will have no other choice but to terminate care, for the safety and wellbeing of all.

Under NO CIRCUMSTANCES will there be any spanking, physical abuse, verbal abuse, name calling, or isolation used. Neither food nor sleep will ever be withheld from children as a means of punishment.

MEALS:

We do not allow children to bring unfinished eaten food or drinks when arriving. We provide breakfast, lunch, and two snacks however, you are welcome to pack a meal/snacks if you prefer. Please label your child's lunch box. Please understand the child-care center is not responsible for its nutritional value or for meeting the child's daily food needs, please pack a nutritional meal. OR GUM IS NOT ALLOWED.

Meals will consist of breakfast, lunch, and afternoon snack. Children who arrive after mealtimes should be fed before they arrive.

If your child requires a special diet, then you will need to provide what your child is going to eat.

MEAL TIMES: (these times may fluctuate)

Breakfast 8:00 A.M.

Snack 10:00am

Lunch 11:30 P.M.

Snack 3:30 P.M.

ENROLLMENT POLICY:

The forms listed below must be filled out before your child can start. Some of these forms will be updated so please provide a copy with any updates immediately. We will notify you through brightwheel of any updates.

- Admission Information Form
- Child pick Up Form
- Child Record

- Medical Release Form
- Rise Academy Contract

If you need any help filling out these forms, please feel free to ask.

RECORDS AND FORMS:

All forms are to be signed on or before the first day of care. Please provide a copy of your child(ren) immunization records. Forms will need to be updated as needed.

FUTURE ENROLLMENT:

If care is to begin at a future date, a nonrefundable registration fee of \$80.00 will be required to hold the child's spot. If enrollment is going to be longer than two weeks, we require one-week deposit plus the registration fee, otherwise the slot will be filled. The money will not be refunded if enrollment is canceled.

HOLIDAYS/VACATIONS:

The following is a list of the **Paid Holidays** that the center will be closed to celebrate. **Days may vary each year depending on the day the holiday falls on. If the holiday falls on the weekend, we will be closed the day(s) prior to that weekend.**

- Spring Break 1 week (Dates may vary)
- Good Friday
- Memorial Day
- Presidents Day
- Independence (Two Days)
- Labor Day
- Columbus Day
- Thanksgiving Thursday & Friday
- New Year's Holiday (Dates may vary)
- Christmas Holiday (Dates may vary)

RATE CHANGES:

If at any time we need to change rates you will receive a week advanced notice of all rate changes. We do hope you choose to continue your enrollment with us.

PAYMENT:

Payment is made through debit or by check only. If you pay with a check, it must be sealed in an envelope with your child's name on it. Payment is expected on each Friday, no later than Monday morning prior to care. If you anticipate paying more than 3 days later than the due day, please speak with the director to make arrangements. If you do not follow through with arrangement, or, if no agreement is made and payment is more than 3 days late there will be a

\$25.00 late fee for the week and your child will not be able to return till paid in full, along with the late fee, and we may terminate services.

LATE PICK UP:

Overtime starts at closing. A late fee of \$10.00 for the first 5 minutes late and \$1 every minute thereafter. If pick up becomes a consistent problem, it can lead to termination. The provider is under no obligation to provide an extension of time. Late arrival does not justify late departure.

FAILED PAYMENTS:

A charge of \$25.00 will be charged if a check is returned for insufficient funds. In the event of a second returned check, I will need to be paid by “debit”, otherwise your daycare services may be terminated.

SICK/ABSENT:

Parents are asked to call or email if their child is going to be dropped off later than their normal morning drop off time, or if your child is going to be absent. **You are still responsible for payment even if the child does not attend.**

TRIAL PERIOD:

Your child's happiness is important to all of us. It is, therefore, agreed that the first month (28 calendar days) of your child's enrollment at Rise Academy will be considered the trial period. If things are not working out for either of us before the 28 days are up, we will then discuss what is to be done next. If care continues after the trial period (first 28 days) then your child is automatically enrolled after this date. If you decide to remove your child after this date, we require to have a two-week written notice.

CUSTODY:

Unless you provide court documentation stating that you have been granted temporary or permanent custody, we have no legal authority to tell either parent that he/she can't pick up their child. We will need a legal copy of the court order with the court's signature.

INDOOR/OUTDOOR PLAY/PHYSICAL ACTIVITIES:

To allow for physical activity, a minimum of two daily opportunities for outdoor play, weather permitting, in which allows children to develop more advanced motor skills and make use of both small and large muscle groups. A minimum of 60 minutes of moderate to vigorous active play for toddlers, a minimum of 90 minutes of moderate to vigorous active play for pre-kindergarten age children.

The children should be dressed appropriately to enjoy being outside, please dress your child in closed toe shoes so it's easier for them to play and run. Children will be allowed to run and play,

climb, dig in sand, play basketball, etc. If you would like us to apply insect repellent, and or sunscreen, please send your preference labeled with your child's name.

If the weather is too bad to go out, we will have physical activities indoor. These activities may include; exercising, dancing, structured play such as duck duck goose, red light green light, parachute, etc.

DRESS CODE:

Please send your child in play clothes and a clean diaper. Some days we will work with messy materials (such as painting) and other activities throughout the day. We also spend a lot of time outside. Children need to have closed toe shoes to play safely. Make sure to include hats, mittens, boots, and coats for cold weather. Each child must have a change of clothing in case of an accident. These clothes should be labeled with your child's name and can be left in their cubby.

PARENTAL INVOLVEMENT

Parental involvement creates home and school connection and supports development, giving kids a positive association with their early childhood setting and helps them develop social networks. Therefore, we invite you to participate in special events including holidays, special days such as doughnuts with dad, muffins with mom, grandparent's day, or a simple visit during snack or mealtime. These days and times will be provided annually as the dates may vary.

We would love to keep an open communication with all parents/guardians. Our door is always open, and we welcome an opportunity to talk openly about anything. Any questions that you have for the concern of your child, or our daycare is always welcome. If you have issues you cannot discuss in front of the children, please call so we can discuss it over the phone, or we can try to schedule a meeting for after hours.

TERMINATION OF SERVICES:

Rise Academy may terminate care if the terms of my daycare contract and our daycare policies in the handbook are not followed.

Some examples are below (but not limited to):

- Registration fee not paid.
- Forms not filled out.
- Constantly picking up late
- Child not adjusting to daycare (crying a lot, biting, hitting, etc.).
- Weekly Childcare not paid on time

SUSPECTED CHILD ABUSE

The State of Texas requires that all members of a daycare be on the lookout for, and report to the State, all cases of abuse to a child. We are therefore obligated to report to the State any suspected cases of child abuse and/or neglect. Our staff is required to have annual training on

abuse and neglect. If you suspect your child is being abused or neglected, you can reach the Texas Abuse and Neglect Hotline at [1-800-252-5400](tel:1-800-252-5400) or visit dfps.state.tx.us.

Examples of Abuse:

Physical Abuse: This is infliction of injury, other than by accidental means, on a child by another person. Forms of physical abuse may be: hitting, biting, beating, shoving, burning, pulling of hair, or other non-accidental methods of causing bodily harm to a child would be covered under this definition.

Sexual abuse: Refers to sexual assault or exploitation of a minor by an adult, or between two children when one of the children is significantly older or there is a significant power differential between the children, or when coercion is used.

Neglect: The failure of a caregiver or custodian of a child to provide adequate care and protection for the child. Neglect may involve failure to provide sufficient food, shelter, medical care, clothing, or supervision to a child. Educational neglect may fall under this category.

Psychological or Emotional Abuse: This occurs when an adult conveys to a child that the child is endangered, unsafe, worthless, unwanted, or damaged. It may include verbal threats, terrorization, isolation, or frequent berating of a child by an adult.

POTTY TRAINING:

Please inform us when you have begun training your child. After your child has been training at home for about a week we can begin training at the center. Send your child in easy to remove clothing while they are potty training. We will have the children go to the potty every 30 to 60 minutes when first starting to potty train. We required at least 3 complete changes of clothing during Potty Training. We do not launder soiled items and they will be placed into a plastic bag in your child's box. Please replace any clothing sent home the next day.

BREAST FEEDING/BREAST MILK

We will provide an area in the infant room with a comfortable chair for mothers to breast feed along with space in the fridge for breast milk if you prefer to provide breast milk.

STAFF IMMUNIZATION

Our staff is not required to receive any vaccines.

UPDATE CONTACT INFO

If any contact information such as phone number, address, email address, job, or emergency contact change please email the updated information immediately.

GANG FREE ZONE

Under the Texas penal code any area under 1000 ft of a child care center is a gang free zone where criminal offenses related to organized criminal activity are subject to a harsher penalty.

WITHDRAWAL:

After the trial period, if for any reason you decide to pull your child out of daycare, a two-week written notice is required. Payment is due for the two-week notice period whether or not the child is brought to day care.

You may review a copy of our minimum standards and our most recent center's Licensing inspection report by visiting <https://www.hhs.texas.gov/>.